



**Public Service
of New Hampshire**

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The Northeast Utilities System

July 19, 2006

Attorney Lynn Fabrizio
State of New Hampshire
Public Utilities Commission
21 S. Fruit Street, Suite 10
Concord, NH 03301-2429

Re: Docket No. DM 05-172 - Investigation Into Utility Poles

Dear Attorney Fabrizio:

This letter provides the responses to the requests for information listed below.

Response to NSTF-05 Interrogatories dated 06/28/2006
STAFF-001, 002, 004, 005, 008 - 015, 017, 018, 021 - 025

Very truly yours,

Allen M. Desbiens, Senior Analyst
Rate & Regulatory Services

AMD/kn
cc: Service List

Service List
Docket DM 05-172

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**Public Service Company of New
Hampshire
Docket No. DM 05-172**

Data Request NSTF-05

**Dated: 06/28/2006
Q-STAFF-001
Page 1 of 1**

**Witness: Robert T. Hybsch
Request from: New Hampshire Public Utilities Commission Staff**

Question:

Electrics & VZ – Please provide your company practice and policy for extending aerial service in your maintenance area to a new residential customer where poles are placed on private property. Please include charges to the customer for poles, wire, ancillary equipment and any credit given to the customer for billing to the joint pole owner.

Response:

Residential customers requesting aerial service in our maintenance area are charged as prescribed in NHPUC No. 4 - Electricity Delivery Tariff, Section 32 "Line Extensions". In summary, overhead, single phase extensions of 300 ft. or less per customer (not including services) do not require a surcharge. The incremental portion in excess of 300 ft. on private property must be prepaid by the customer. Please refer to the Tariff for an explanation of the PSNH line extension policy.

**Public Service Company of New
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Docket No. DM 05-172**

Data Request NSTF-05

**Dated: 06/28/2006
Q-STAFF-002
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**Witness: Robert T. Hybsch
Request from: New Hampshire Public Utilities Commission Staff**

Question:

Electrics & VZ - Please provide your company practice and policy for extending aerial service in your maintenance area into a new residential subdivision where poles are placed on private property. Please include charges to the customer for poles, wire, ancillary equipment and any credit given to the builder/owner for billing to the joint pole owner.

Response:

Costs for new residential developments requiring aerial service in our maintenance area are charged as prescribed in NHPUC No. 4 - Electricity Delivery Tariff, Section 32 "Line Extensions". Currently, overhead, single phase extensions of 300 ft. or less per customer (not including services) do not require a surcharge. The incremental portion in excess of 300 ft. per customer on private property must be prepaid by the customer. Please refer to the Tariff for a detailed explanation of the PSNH line extension policy.

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Data Request NSTF-05

Dated: 06/28/2006

Q-STAFF-004

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Witness: Robert T. Hybsch
Request from: New Hampshire Public Utilities Commission Staff

Question:

Electrics & VZ – Please provide your company practice and policy for extending aerial service in your maintenance area to a new commercial customer where poles are placed on private property. Please include charges to the customer for poles, wire, ancillary equipment and any credit given to the customer for billing to the joint pole owner.

Response:

PSNH commercial customers are assigned to specific rate groups based on customer load as set forth in NHPUC No. 4 - Electricity Delivery Tariff (the Tariff), Delivery Service Rates Schedules: General Delivery Service Rate G, Primary General Delivery Service Rate GV and Large General Delivery Service Rate LG.

Rate G customers requesting aerial service in our maintenance area are charged as prescribed in the Tariff, Section 32 "Line Extensions". Currently, overhead extensions of 300 ft. or less per customer (not including services) do not require a surcharge. The incremental portion in excess of 300 ft. on private property must be prepaid by the customer. Please refer to the Tariff for a detailed explanation of the PSNH line extension policy.

Regarding Rate GV and LG customers: The company's standard line extension policy contained in the Tariff applies only to extension of facilities to Rate R, R-OTOD, G, and G-OTOD customers. The GUARANTEES section of Rates GV and LG of the Tariff provides the guidelines under which billing to Rate GV and LG customers may occur. PSNH's Rate and Regulatory Services Department must perform a revenue analysis to determine how much of the total cost of the line extension must be paid by the customer and how much PSNH will contribute.

**Public Service Company of New
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Docket No. DM 05-172**

Data Request NSTF-05

**Dated: 06/28/2006
Q-STAFF-005
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**Witness: Robert T. Hybsch
Request from: New Hampshire Public Utilities Commission Staff**

Question:

Electrics & VZ - Please provide your company practice and policy for extending aerial service in your maintenance area into a new commercial subdivision where poles are placed on private property. Please include charges to the customer for poles, wire, ancillary equipment and any credit given to the builder/owner for billing to the joint pole owner.

Response:

A line extension for a commercial sub-division on private property would be treated as an un-metered line extension. The developer would be responsible for the full cost of the line extension to be paid prior to construction. As commercial customers begin to move into the development and request service, credits may be issued to the developer based on the policies listed below as they apply.

PSNH commercial customers are assigned to specific rate groups based on customer load as set forth in NHPUC No. 4 - Electricity Delivery Tariff (the Tariff), Delivery Service Rates Schedules: General Delivery Service Rate G, Primary General Delivery Service Rate GV and Large General Delivery Service Rate LG.

Rate G customers requesting aerial service in our maintenance area are charged as prescribed in the Tariff, Section 32 "Line Extensions". Currently, overhead extensions of 300 ft. or less per customer (not including services) do not require a surcharge. The incremental portion in excess of 300 ft. on private property must be prepaid by the customer. Please refer to the Tariff for an explanation of the PSNH line extension policy.

Regarding Rate GV and LG customers: The company's standard line extension policy contained in the Tariff applies only to extension of facilities to Rate R, R-OTOD, G, and G-OTOD customers. The GUARANTEES section of Rates GV and LG of the Tariff provides the guidelines under which billing to Rate GV and LG customers may occur. PSNH's Rate and Regulatory Services Department must perform a revenue analysis to determine how much of the total cost of the line extension must be paid by the customer and how much PSNH will contribute.

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Docket No. DM 05-172**

Data Request NSTF-05

**Dated: 06/28/2006
Q-STAFF-008
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**Witness: Robert T. Hybsch
Request from: New Hampshire Public Utilities Commission Staff**

Question:

Electrics & VZ – In general, what is the process for informing customers of the status of their service order and specifically how are delays in pole placement communicated to the customers?

Response:

When a customer initiates a work request for service, the Field Technician (job designer) contacts the customer and reviews the process. The customer is informed that the standard PSNH scheduling process is contingent upon the customer completing the required prerequisites for the job. The scheduling for routine jobs is 5-7 business days following the completion of all prerequisites. The scheduling for the more complex jobs is approximately 10 business days following the completion of all prerequisites.

The customer may obtain the status for their job by calling the PSNH Construction Services Support Center (CSSC) or by accessing their individual job on the PSNH web site. The job notes for each work request are available to the customer. If there are complications with the job, the customer is contacted by the Field Technician.

Should pole placement delays become evident, the Field Technician will contact the customer and explain the reason for the delay. This information is also available through the CSSC or the PSNH web site. If the pole installation is not in the PSNH maintenance area, the customer will be directed to call the appropriate contact for the joint owner responsible for the pole installation.

**Public Service Company of New
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Docket No. DM 05-172**

Data Request NSTF-05

Dated: 06/28/2006

Q-STAFF-009

Page 1 of 1

Witness: Robert T. Hybsch
Request from: New Hampshire Public Utilities Commission Staff

Question:

Electrics & VZ - Does your company have practices or policies governing the timely placement of poles for new service? If yes, please provide copies or a narrative explaining the specific practices or policies.

Response:

PSNH uses a very detailed Design Build workflow process to ensure the timely completion of all work requests. The process begins when a customer initiates a work request and ends when the job is completed. The process includes the timely placement of new service poles. The Design Build process ensures that a single job owner is assigned to each work request. In the case of a routine new service pole, the Area Work Center Supervisor (Field Supervisor-Lines) is assigned this role. The Field Supervisor-Lines assigns the job to a writer (Field Technician) to perform the design and to write the work order. However, it remains the responsibility of the Field Supervisor-Lines to ensure the job is designed, materials are ordered on time, the job is scheduled, and appropriate resources are assigned to complete the installation of the new service pole.

PSNH uses a Work Management System (STORMS), Material Information Management System (MIMS), and iScheduler for the work management, material management and scheduling of work orders. The scheduling process begins in the project assessment phase of the Design Build process. The time line for each job is reliant on the customer's need date. PSNH schedules small service work within 5-7 business days from when the job becomes ready. The customer's completion of the prerequisites and the need date is what drives the timeline for the scheduling of each job.

During the initial project assessment stage and continuing through the construction, the writer, Field Supervisor-Lines, and the Field Technician meet routinely to discuss the progress of the job. Each Area Work Center Supervisor conducts a weekly scheduling meeting with the Field Technicians and Resource Planner. The job status is tracked in STORMS and gets electronically transferred to the scheduling system, iScheduler, when the job is scheduled. The job receives a schedule date based on readiness, the customer need date and the 5-7 business day practice. The progress of the job is tracked in iScheduler and reviewed daily by the Field Supervisor-Lines responsible for the job.

Refer to PSNH responses to NSTF-01, Q-STAFF-032 and NSTF-03, Q-STAFF-007 for additional details.

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Data Request NSTF-05

**Dated: 06/28/2006
Q-STAFF-010
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**Witness: Robert T. Hybsch
Request from: New Hampshire Public Utilities Commission Staff**

Question:

Electrics & VZ - Generally, when meeting with a customer for new service involving a pole set, what does your company quote the customer in terms of time to install the poles? Is the quote to the customer different if the new pole is set outside your maintenance area by a joint owner?

Response:

When the Field Technician (job designer) meets with the customer on site, the Field Technician reviews the pole location and determines if an easement is required. Normally, an easement is not required for a routine service pole if it is being used exclusively for the customer. In these cases, the customer is told the pole will be installed in 5-7 business days. If an easement is required, the customer is given the option to provide an easement to PSNH or have PSNH prepare the easement for them. Once the easement has been secured the pole will be installed in 5 - 7 business days.

If the pole installation is located outside of the PSNH maintenance area, the customer is informed that PSNH is unable to quote a schedule date, and the customer will have to obtain this information from Verizon. The customer is also informed that they should be working closely with PSNH throughout the job to ensure all necessary work is completed. This enables PSNH to immediately begin scheduling of work once the joint owner has installed the pole. In general, the customer is made aware that Verizon is obligated to install jointly-owned poles within their maintenance area and PSNH has no control over their work schedule or procedures. The customer is made aware that he should work directly with the joint owner responsible for the specific pole installation, whenever there are delays.

**Public Service Company of New
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Data Request NSTF-05

**Dated: 06/28/2006
Q-STAFF-011
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**Witness: Robert T. Hybsch
Request from: New Hampshire Public Utilities Commission Staff**

Question:

Electrics & VZ - How many service orders have been held beyond the customer due date for pole installations from January 1, 2005 to present?

Response:

The PSNH work management system does not keep track of the timing of every step in the job process. Since the installation of the pole is only one step of many in the job process we cannot determine the total number of service orders that have been held beyond the customer need date specifically due to a delay in the setting of the pole.

**Public Service Company of New
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Data Request NSTF-05

Dated: 06/28/2006

Q-STAFF-012

Page 1 of 1

Witness: Robert T. Hybsch
Request from: New Hampshire Public Utilities Commission Staff

Question:

Electrics & VZ - How many of the service orders above could not be completed on time because of customer reasons, i.e. customer trimming, easement completion, etc. How many could not be completed on time because of company reasons, i.e. force, schedule, etc.

Response:

The PSNH work management system does not keep track of the timing of every step in the job process. As such we cannot determine the total number of service orders that have not been completed on time due to customer reasons versus company reasons.

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Data Request NSTF-05

**Dated: 06/28/2006
Q-STAFF-013
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**Witness: Robert T. Hybsch
Request from: New Hampshire Public Utilities Commission Staff**

Question:

Electrics & VZ - What is the average clearance time for service orders held beyond the customer due date that were delayed for pole sets (January 1, 2005 to present)?

Response:

The PSNH work management system does not keep track of the timing of every step in the job process. Since the installation of the pole is only one step of many in the job process we cannot determine the total number of service orders that have been held beyond the customer need date specifically due to a delay in the setting of the pole. As such we do not have the data required to respond to this question.

**Public Service Company of New
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Data Request NSTF-05

Dated: 06/28/2006

Q-STAFF-014

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Witness: Robert T. Hybsch
Request from: New Hampshire Public Utilities Commission Staff

Question:

Electrics & VZ - When an installation of service requires the placement of new pole(s) at customer expense, what is the average elapsed time to estimate the cost of the work and cause the issuance of a service contract to the customer (January 1, 2006 to present)? Is this time included or excluded from the total elapsed time to provide service (i.e. date of service request to order completion date).

Response:

PSNH does not maintain records of the time it takes to complete each step of the design build process for every job. PSNH's response to NSTF-03, Q-STAFF-007 provides an average time to write, issue, schedule and install a solely-owned and jointly-owned pole. The total elapsed time to provide service is dependent not only on PSNH's performance, but also on the performance of the joint owner and the performance of the customer.

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Data Request NSTF-05

**Dated: 06/28/2006
Q-STAFF-015
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**Witness: Robert T. Hybsch
Request from: New Hampshire Public Utilities Commission Staff**

Question:

Electrics & VZ - Is there an automatic cancellation of pole orders/service requests held for company reasons if not completed in a specified period of time? If so, what is that specified period of time?

Response:

PSNH does not have an "automatic" pole order/service request cancellation process in place.

**Public Service Company of New
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Data Request NSTF-05

**Dated: 06/28/2006
Q-STAFF-017
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**Witness: Robert T. Hybsch
Request from: New Hampshire Public Utilities Commission Staff**

Question:

Electrics & VZ - From January 1, 2005 to present, please provide the number of service orders held for pole installation that have exceeded 30 days, 60 days and 90 days before completion.

Response:

From January 1, 2005 to present, once the customer's prerequisites were completed, and the job could be scheduled, PSNH had four pole installations that exceeded 30 days, and one pole installation that exceeded 60 days.

**Public Service Company of New
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Data Request NSTF-05

**Dated: 06/28/2006
Q-STAFF-018
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**Witness: Robert T. Hybsch
Request from: New Hampshire Public Utilities Commission Staff**

Question:

Electrics & VZ - Please describe the process for prioritizing service orders. What are the criteria for prioritization? How is the priority assignment reflected in the work schedule?

Response:

Work requests are prioritized by the customer's need date. The standard scheduling assignments are: (1) for a routine service job it is scheduled to begin 5-7 business days from the ready date; (2) for a complex job it is scheduled to begin in 10 business days from when it is deemed ready.

PSNH will expedite a job to meet the customer's need date if the normal schedule date will create a hardship to the customer. A hardship could be a mortgage closing conflict, a situation where the customer would incur a financial loss by the delay, a moving problem or any considerable inconvenience to the customer.

A customer's work request is assigned a need date and entered into the PSNH scheduling system, iScheduler, and the work is distributed to the crews based on the need date. The crews determine their daily work based on the need date. If a priority has been assigned to a work request, the priority is conveyed directly to the crew and noted on the work packet. If there is a delay in completing the job (i.e., inclement weather, emergency storm restoration), PSNH makes every attempt to proactively contact the customer and explain the delay and our revised schedule date.

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Data Request NSTF-05

**Dated: 06/28/2006
Q-STAFF-021
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**Witness: Robert T. Hybsch
Request from: New Hampshire Public Utilities Commission Staff**

Question:

Electrics & VZ – What prevents you from setting poles in your co-owner's maintenance area when your IOP permits either co-owner to provide facilities to meet their customer's timing needs?

Response:

Regarding jointly-owned poles, the Joint Use Agreement between PSNH and Verizon specifically states in Article 9 that: "The work of installation, replacement, relocation or removal of new or existing jointly owned poles, guys and anchors shall be divided equitably between the parties. The division of this work shall be by the establishment of maintenance areas in which one party or the other is assigned the responsibility for such work." Furthermore, IOP #2 Construction and Joint Ownership of New or Existing Poles and Anchors, Section 2., specifically states "It is the intent of this practice that each company shall construct all new joint pole lines within its designated maintenance area."

Regarding solely-owned poles, PSNH is free to install, replace, relocate or remove poles anywhere within our franchise area.

**Public Service Company of New
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Data Request NSTF-05

**Dated: 06/28/2006
Q-STAFF-022
Page 1 of 1**

**Witness: Robert T. Hybsch
Request from: New Hampshire Public Utilities Commission Staff**

Question:

Electrics & VZ- Has your company experienced delays in pole sets in the co- owner's maintenance area for new dwellings/buildings and/or multi-lot residential or commercial subdivisions? If so, please explain.

Response:

Yes, please refer to PSNH's response to NSTF-03, Q-STAFF-009, for a list of documented delays. Within the past two months PSNH has noticed improvement in Verizon meeting customer need dates in every area of the state except the Seacoast area.

**Public Service Company of New
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Docket No. DM 05-172**

Data Request NSTF-05

**Dated: 06/28/2006
Q-STAFF-023
Page 1 of 1**

**Witness: Robert T. Hybsch
Request from: New Hampshire Public Utilities Commission Staff**

Question:

Electrics & VZ - If there is a delay in providing service to your customer as a result of a joint owner's inability to set a pole in its maintenance area in a reasonable time frame, what is your company's policy for resolving the delay?

Response:

PSNH does not have a written policy to resolve the delay, however, our practice is as follows. When the joint owner fails to meet the schedule date we encourage the customer to call the joint owner directly to expedite the installation of their pole. The PSNH field representative may also follow up with the joint owner to request that the pole installation be expedited. If the joint owner continues to delay, the PSNH field representative will escalate the problem to a PSNH supervisor or manager, who in turn contacts a Construction Foreman or Area Manager of the joint owner to request that the pole installation be expedited. In extreme situations if the delay is causing our customer financial harm or significant problems, we will advise the joint owner that if the pole is not set by a specific deadline PSNH will then set the pole. PSNH refrains from taking this extreme position as our line crew staff is currently sized to adequately meet the pole setting requirements of our maintenance area, not that of our joint owners.

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Data Request NSTF-05

Dated: 06/28/2006

Q-STAFF-024

Page 1 of 1

Witness: Robert T. Hybsch
Request from: New Hampshire Public Utilities Commission Staff

Question:

Electrics & VZ - Do you experience customer complaints as a result of delays in pole setting for new service? Do the complaints and number of complaints differ depending on whose maintenance area is involved? If yes, please describe the nature of the complaints.

Response:

PSNH does experience customer complaints as a result of delays in setting poles required for new service. These complaints are received almost exclusively from our customers that are located in Verizon's maintenance area. The nature of the complaints are typically related to the significant amount of time it takes to have a pole set in Verizon's maintenance area. Please refer to PSNH's response to NSTF-03, Q-STAFF-009 for a list of pole setting delays in Verizon's maintenance area. Within the past two months, PSNH has noticed improvement in Verizon meeting customer need dates in every area of the state except the Seacoast area.

**Public Service Company of New
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Docket No. DM 05-172**

Data Request NSTF-05

**Dated: 06/28/2006
Q-STAFF-025
Page 1 of 1**

**Witness: Robert T. Hybsch
Request from: New Hampshire Public Utilities Commission Staff**

Question:

Electrics - Does your company encounter scheduling difficulties in meeting customer need dates as a result of delays or untimely pole sets in Verizon maintenance area? If yes, please describe the difficulties.

Response:

Yes, PSNH has historically encountered scheduling difficulties in meeting customer need dates as a result of delays or untimely pole sets in Verizon maintenance areas. One of the objectives of PSNH's Design Build process is to schedule out one to two weeks of line crew projects in an effort to maximize the utilization of our crews statewide and to provide our customers with reliable advance notice of when their project will be completed. By Verizon consistently installing poles well beyond our customer's need dates, our customers frequently call us in a panic stating that they need their electric service the next day for very serious reasons, i.e., won't be able to close on their new house, will lose a low interest rate that was locked in, will need to move out of their apartment as the lease has expired, etc., etc. This requires PSNH to frequently change our construction schedules, move crews from other work centers and or work overtime to meet our customer's urgent needs. These frequent changes increase our operating costs and play havoc with the scheduling process.